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Listing of Claims

The following listing of claims will replace all prior versions, and listings, of claims in the subject application:

1. (currently amended) A communications terminal apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service provider when servicing is required, comprising:

~~a communications system configured to perform electronic communications with said manager supervising said apparatus;~~

a consumable product status detector configured to automatically detecting ~~detect~~ a status of usage of a consumable product in said communications terminal apparatus ~~and supplied by a service depot;~~

~~a register registering electronic communications addresses of said manager and said service depot, identification of said apparatus, specification of said consumable product, and identification of said service depot; and~~

a manager registration part configured to register a manager email address of the manager who administers said communications terminal apparatus;

a service depot registration part configured to register a service depot email address of a service depot;

a terminal identification information registration part configured to register terminal identification information of said communications terminal apparatus;

a consumable product information registration part configured to register order details information and identification of a supplier of the consumable product;

[[a]] an email controller part configured to send a first email communicating a request for supplying said consumable product, including the terminal identification information of the communications terminal apparatus, the order details information and the identification of the supplier, to said manager email address registered in said manager registration part, using said electronic communications address automatically when said consumable product status detector detects that said consumable product is nearly ended, and configured to send, when said consumable product status detector has detected that replenishment of the consumable product has

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been completed, a report for reporting a completion of supplying said second email communicating that the replenishment of the consumable product on said apparatus automatically when said detector detects that said consumable product is refilled, said request sent automatically including said identification of said apparatus, said specification of said consumable product, and said identification of said service depot has been completed, and

said request of the first email sent automatically to said manager (i) including an order form for sending to the service depot to order said consumable product and (ii) identifying the registered ~~electronic communications~~ service depot email address of the service depot to which the order form is to be sent;

an email analysis part configured to analyze a received email for receipt acknowledgement information indicating acknowledgement of receipt of the order, and response information responding to the order; and

a display part configured to display various information,

wherein the email controller part causes said display part to display a text message of the received email corresponding to the receipt acknowledgement information, causes said display part to stop displaying the receipt acknowledgement information which has been displayed in said display part after transmission of the second email indicating that the replenishment of the consumable product has been completed, to the manager, and causes said display part to display that the consumable product was replenished.

2. (currently amended) A communications terminal apparatus as defined in Claim 1, wherein said communications ~~system~~ terminal apparatus performs E-mail communications with said manager.

3. (original) A communications terminal apparatus as defined in Claim 1, wherein said consumable product includes toner.

4. (currently amended) A communications terminal apparatus as defined in Claim 1, wherein said communications ~~system~~ terminal apparatus performs facsimile communications with said manager.

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5. (currently amended) A communications terminal apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service depot when servicing is required, comprising:

~~a communications system configured to perform electronic communications with said manager supervising said apparatus and said service depot providing a repair service to said apparatus;~~

a maintenance status detector configured to automatically ~~detecting~~ detect an event indicative of a defect in a maintenance component used in said communications terminal apparatus;

~~a register registering electronic communications addresses of said manager and said service depot, identification of said apparatus, and information of said event, and identification of said service depot; and~~

a manager registration part configured to register a manager email address of the manager who administers said communications terminal apparatus;

a service depot registration part configured to register a service depot email address of a service depot;

a terminal identification information registration part configured to register terminal identification information of said communications terminal apparatus;

[[a]] an email controller part configured to send a first email communicating a request for ~~[[said]]~~ repair service, including the terminal identification information of the communications terminal apparatus, order details information and the identification of the event, to said manager and said service depot using the respectively registered electronic communications manager and service depot addresses automatically when said maintenance status detector detects said event, and configured to send, when said maintenance status detector has detected that the repair has been completed, a report for reporting a completion of said second email communicating that the repair service has been completed on said apparatus automatically when said detector detects no defect of said maintenance component, said request sent automatically including said identification of said apparatus, said specification of said maintenance component, and said identification of said service depot, and

said request of the first email sent automatically to said manager (i) including an order form

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for ordering said repair service and (ii) identifying the registered ~~electronic communications~~ service depot email address of the service depot;

an email analysis part configured to analyze a received email for receipt acknowledgement information indicating acknowledgement of receipt of the order and response information responding to the order; and

a display part configured to display various information,

wherein the email controller part causes said display part to display a text message of the received email corresponding to the receipt acknowledgement information, causes said display part to stop displaying the receipt acknowledgement information which has been displayed in said display part after transmission of the second email indicating that the repair has been completed, to the manager, and causes said display part to display that the maintenance component was repaired.

6. (currently amended) A communications terminal apparatus as defined in Claim 5, wherein said communications ~~system~~ terminal apparatus performs E-mail communications with said manager and said service depot.

7. (original) A communications terminal apparatus as defined in Claim 5, wherein said maintenance component includes a photoconductor.

8. (currently amended) A communications terminal apparatus as defined in Claim 5, wherein said communications ~~system~~ terminal apparatus performs facsimile communications with said manager and said service depot.

9. (currently amended) An image forming apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service provider when servicing is required, comprising:

~~a communications system configured to perform electronic communications with said manager supervising said apparatus;~~

a consumable product status detector configured to automatically ~~detecting~~ detect a status of usage of a consumable product in said image forming apparatus ~~and supplied by a service depot;~~

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~~a register registering electronic communications addresses of said manager and said service depot, identification of said apparatus, specification of said consumable product, and identification of said service depot; and~~

a manager registration part configured to register a manager email address of the manager who administers said image forming apparatus;

a service depot registration part configured to register an email address of a service depot;

a terminal identification information registration part configured to register terminal identification information of said image forming apparatus;

a consumable product information registration part configured to register order details information and identification of a supplier of the consumable product;

[[a]] an email controller part configured to send a first email communicating a request for supplying said consumable product, including the terminal identification information of the communications terminal apparatus, the order details information and the identification of the supplier, to said manager email address registered in said manager registration part, using said electronic communications address automatically when said consumable product status detector detects that said consumable product is nearly ended, and configured to send, when said consumable product status detector has detected that replenishment of the consumable product has been completed, a report for reporting a completion of supplying said second email communicating that the replenishment of the consumable product on said apparatus automatically when said detector detects that said consumable product is refilled, said request sent automatically including said identification of said apparatus, said specification of said consumable product, and said identification of said service depot has been completed, and

said request of the first email sent automatically to said manager (i) including an order form for sending to the service depot to order said consumable product and (ii) identifying the registered ~~electronic communications~~ service depot email address of the service depot to which the order form is to be sent;

an email analysis part configured to analyze a received email for receipt acknowledgement information indicating acknowledgement of receipt of the order, and response information responding to the order; and

a display part configured to display various information,

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wherein the email controller part causes said display part to display a text message of the received email corresponding to the receipt acknowledgement information, causes said display part to stop displaying the receipt acknowledgement information which has been displayed in said display part after transmission of the second email indicating that the replenishment of the consumable product has been completed, to the manager, and causes said display part to display that the consumable product was replenished.

10. (currently amended) An image forming apparatus as defined in Claim 9, wherein said communications ~~system~~ terminal apparatus performs E-mail communications with said manager.

11. (previously presented) An image forming apparatus as defined in Claim 9, wherein said consumable product includes toner.

12. (currently amended) An image forming apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service depot when servicing is required, comprising:

~~a communications system configured to perform electronic communications with said manager supervising said apparatus and said service depot providing a repair service to said apparatus;~~

a maintenance status detector configured to automatically ~~detecting~~ detect an event indicative of a defect in a maintenance component used in said image forming apparatus;

~~a register registering electronic communications addresses of said manager and said service depot, identification of said apparatus, and information of said event, and identification of said service depot; and~~

a manager registration part configured to register a manager email address of the manager who administers said image forming apparatus;

a service depot registration part configured to register a service depot email address of a service depot;

a terminal identification information registration part configured to register terminal identification information of said image forming apparatus;

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[[a]] an email controller part configured to send a first email communicating a request for
[[said]] repair service, including the terminal identification information of the communications
terminal apparatus, order details information and the identification of the event, to said manager
and said service depot using the respectively registered electronic communications manager and
service depot addresses automatically when said maintenance status detector detects said event,
and configured to send, when said maintenance status detector has detected that the repair has been
completed, a report for reporting a completion of said second email communicating that the
repair service has been completed on said apparatus automatically when said detector detects no
defect of said maintenance component, said request sent automatically including said identification
of said apparatus, said information of said event, and said identification of said service depot, and
said request of the first email sent automatically to said manager (i) including an order form
for ordering said repair service and (ii) identifying the registered electronic communications service
depot email address of the service depot;

an email analysis part configured to analyze a received email for receipt acknowledgement
information indicating acknowledgement of receipt of the order, and response information
responding to the order; and

a display part configured to display various information,

wherein the email controller part causes said display part to display a text message of the
received email corresponding to the receipt acknowledgement information, causes said display part
to stop displaying the receipt acknowledgement information which has been displayed in said display
part after transmission of the second email indicating that the repair has been completed, to the
manager, and causes said display part to display that the maintenance component was repaired.

13. (currently amended) An image forming apparatus as defined in Claim 12, wherein said
communications system terminal apparatus performs E-mail communications with said data
terminal and said service depot.

14. (original) An image forming apparatus as defined in Claim 12, wherein said
maintenance component includes a photoconductor.

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15. (currently amended) A communications terminal apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service provider when servicing is required, comprising:

~~a communications system configured to perform E-mail communications and facsimile communications with said manager supervising said apparatus;~~

a consumable product status detector configured to detect automatically a status of said consumable product used in said communications terminal apparatus ~~and supplied by a service depot;~~

a manager registration ~~system~~ part configured to register ~~[[an]]~~ a manager E-mail address and ~~[[a]]~~ telephone number of said manager;

a service depot registration ~~system~~ part configured to register ~~[[an]]~~ a service depot E-mail address and ~~[[a]]~~ telephone number of ~~[[said]]~~ a service depot;

a terminal identification information registration ~~system~~ part configured to register terminal identification information of said communications terminal apparatus;

a consumable product information registration ~~system~~ part configured to register order details information, identification of a supplier of said consumable product and specification of said consumable product; and

~~a mail controlling system~~ an email controller part configured to send a first E-mail requesting a delivery of said consumable product, including the terminal identification information of the communications terminal apparatus, the order details information and the identification of the supplier, to said manager E-mail address registered in said manager registration ~~system~~ part, automatically when said consumable product is determined to be in a short supply status based on detect information detected by said consumable product status detector, and configured to send, when said consumable product status detector has detected that replenishment of the consumable product has been completed, a second E-mail reporting ~~a completion~~ that the replenishment of supplying said consumable product has been completed ~~to said apparatus automatically when said consumable product is determined to be in a refilled status based on detect information detected by said consumable product status detector, said first E-mail sent automatically including said terminal identification information, said information of said supplier of said consumable product, and said specification of said consumable product, and~~

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said first E-mail sent automatically to said manager (i) including an order form for sending to the supplier to order said consumable product and (ii) identifying the registered service depot E-mail address of the supplier to which the order form is to be sent;

an email analysis part configured to analyze a received email for receipt acknowledgement information indicating acknowledgement of receipt of the order, and response information responding to the order; and

a display part configured to display various information,

wherein the email controller part causes said display part to display a text message of the received email corresponding to the receipt acknowledgement information, causes said display part to stop displaying the receipt acknowledgement information which has been displayed in said display part after transmission of the second email indicating that the replenishment of the consumable product has been completed, to the manager, and causes said display part to display that the consumable product was replenished.

16. (original) A communications terminal apparatus as defined in Claim 15, further comprising:

an analyzer configured to analyze E-mail including request receipt acknowledgement information notified from either said manager or said service depot with respect to said first E-mail;

a display displaying said request receipt acknowledgement information,

wherein said mail controlling system controls said display to display said request receipt acknowledgement information analyzed by said analyzer, and controls said display to stop displaying when said consumable product is determined to be in said refilled status based on said detect information detected by said consumable product status detector.

17. (original) A communications terminal apparatus as defined in Claim 15, wherein said terminal identification information includes at least one of an E-mail address, a serial number, facsimile TTI information, and a telephone number of said apparatus.

18. (original) A communications terminal apparatus as defined in Claim 15, wherein said identification of said supplier of said consumable product includes at least one of an E-mail address

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and a telephone number.

19. (original) A communications terminal apparatus as defined in Claim 15, wherein said mail controlling system notifies said manager through said facsimile communications using said telephone number registered in said manager registration system when said E-mail communications is not available to at least one of said manager and said service depot.

20. (currently amended) A communications terminal apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service depot when servicing is required, comprising:

~~a communications system configured to perform E-mail communications and facsimile communications with said manager supervising said apparatus and said service depot providing a repair service to said apparatus;~~

a maintenance status detector configured to detect automatically an event indicative of a need to repair a specific maintenance component;

a manager registration ~~system part~~ configured to register ~~[[an]]~~ a manager E-mail address and ~~[[a]]~~ telephone number of said manager;

a service depot registration ~~system part~~ configured to register ~~[[an]]~~ a service depot E-mail address and ~~[[a]]~~ telephone number of ~~[[said]]~~ a service depot;

a terminal identification information registration ~~system part~~ configured to register terminal identification information of said communications terminal apparatus; ~~[[and]]~~

~~a mail controlling system~~ an email controller part configured to send a first E-mail requesting a repair service, including the terminal identification information of the communications terminal apparatus, order details information and the identification of the event, to said manager and service depot E-mail addresses registered in said manager ~~registration system~~ and ~~to said service depot registered in said~~ service depot registration ~~system parts, respectively,~~ automatically when said maintenance status detector detects said event, and configured to send, when said maintenance status detector has detected that the repair has been completed, a second E-mail reporting ~~[[a]]~~ completion of ~~[[said]]~~ the repair ~~service automatically when said service maintenance is determined as completed based on detect information detected by said maintenance~~

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~~status detector, said first E-mail sent automatically including said terminal identification information and information necessary for said repair service, and~~

said first E-mail sent automatically to said manager (i) including an order form for ordering said repair service and (ii) identifying the registered E-mail address of the service depot;

an email analysis part configured to analyze a received email for receipt acknowledgement information indicating acknowledgement of receipt of the order, and response information responding to the order; and

a display part configured to display various information,

wherein the email controller part causes said display part to display a text message of the received email corresponding to the receipt acknowledgement information, causes said display part to stop displaying the receipt acknowledgement information which has been displayed in said display part after transmission of the second email indicating that the repair has been completed, to the manager, and causes said display part to display that the maintenance component was repaired.

21. (original) A communications terminal apparatus as defined in Claim 20, further comprising:

an analyzer configured to analyze E-mail including request receipt acknowledgement information notified from either said manager or said service depot with respect to said first E-mail;

a display displaying said request receipt acknowledgement information,

wherein said mail controlling system controls said display to display said request receipt acknowledgement information analyzed by said analyzer, and controls said display to stop displaying when said repair service is determined as completed based on detect information detected by said maintenance status detector.

22. (original) A communications terminal apparatus as defined in Claim 20, wherein said mail controlling system notifies at least one of said manager and said service depot through said facsimile communications using said telephone numbers respectively registered in said manager registration system and said service depot registration system when said E-mail communications is not available to at least one of said manager and said service depot.

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23. (currently amended) A communications terminal apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service provider when servicing is required, comprising:

communications means for performing E-mail communications and facsimile communications ~~with said manager supervising said apparatus;~~

consumable product status detecting means for detecting automatically a status of said consumable product used in said communications terminal apparatus ~~and supplied by a service depot;~~

manager registering means for registering ~~[[an]]~~ a manager E-mail address and ~~[[a]]~~ telephone number of said manager;

service depot registering means for registering ~~[[an]]~~ a service depot E-mail address and ~~[[a]]~~ telephone number of ~~[[said]]~~ a service depot;

terminal identification information registering means for registering terminal identification information of said communications terminal apparatus;

consumable product information registering means for registering order details information and identification of a supplier of said consumable product ~~and specification of said consumable product;~~ and

mail controlling means for sending a first E-mail requesting a delivery of said consumable product, including the terminal identification information of the communications terminal apparatus, the order details information and the identification of the supplier, to said manager E-mail address registered in said manager registering means, automatically when said consumable product is determined to be in a short supply status based on detect information detected by said consumable product status detecting means, and for sending, when said consumable product status detecting means has detected that replenishment of the consumable product has been completed, ~~a second E-mail reporting a completion of supplying said consumable product to said apparatus automatically when said consumable product is determined to be in a refilled status based on detect information detected by said consumable product status detecting means, said first E-mail sent automatically including said terminal identification information, said information of said supplier of said consumable product, and said specification of said consumable product,~~ and

said first E-mail sent automatically to said manager (i) including an order form for sending to

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the supplier to order said consumable product and (ii) identifying the registered E-mail address of the supplier to which the order form is to be sent;

email analyzing means for analyzing a received email for receipt acknowledgement information indicating acknowledgement of receipt of the order, and response information responding to the order; and

display means for displaying various information,

wherein said mail controlling means causes said display means to display a text message of the received email corresponding to the receipt acknowledgement information, causes said display means to stop displaying the receipt acknowledgement information which has been displayed in said display means after transmission of the second email indicating that the replenishment of the consumable product has been completed, to the manager, and causes said display means to display that the consumable product was replenished.

24. (original) A communications terminal apparatus as defined in Claim 23, further comprising:

analyzing means for analyzing E-mail including request receipt acknowledgement information notified from either said manager or said service depot with respect to said first E-mail;

displaying means for displaying said request receipt acknowledgement information,

wherein said mail controlling means controls said displaying means to display said request receipt acknowledgement information analyzed by said analyzing means, and controls said displaying means to stop displaying when said consumable product is determined to be in said refilled status based on said detect information detected by said consumable product status detecting means.

25. (original) A communications terminal apparatus as defined in Claim 23, wherein said terminal identification information includes at least one of an E-mail address, a serial number, facsimile TTI information, and a telephone number of said apparatus.

26. (original) A communications terminal apparatus as defined in Claim 23, wherein said identification of said supplier of said consumable product includes at least one of an E-mail address

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and a telephone number.

27. (original) A communications terminal apparatus as defined in Claim 23, wherein said mail controlling means notifies said manager through said facsimile communications using said telephone number registered in said manager registering means when said E-mail communications is not available to at least one of said manager and said service depot.

28. (currently amended) A communications terminal apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service depot when servicing is required, comprising:

communications means for performing E-mail communications and facsimile communications ~~with said manager supervising said apparatus and said service depot providing a repair service to said apparatus;~~

maintenance status detecting means for detecting automatically an event indicative of a need to repair a specific maintenance component;

manager registering means for registering ~~[[an]]~~ a manager E-mail address and ~~[[a]]~~ telephone number of said manager;

service depot registering means for registering ~~[[an]]~~ a service depot E-mail address and ~~[[a]]~~ telephone number of ~~[[said]]~~ a service depot;

terminal identification information registering means for registering terminal identification information of said communications terminal apparatus; and

mail controlling means for sending a first E-mail requesting a repair service, including the terminal identification information of the communications terminal apparatus, order details information and the identification of the event, to said manager and service depot E-mail addresses registered in said manager registering means and ~~to said service depot registered in said service depot registering means, respectively,~~ automatically when said maintenance status detecting means detects said event, and for sending, when said maintenance status detecting means has detected that the repair has been completed, a second E-mail reporting a completion of ~~[[said]]~~ the repair service ~~automatically when said service maintenance is determined as completed based on detect information detected by said maintenance status detecting means, said first E-mail sent automatically~~

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~~including said terminal identification information and information necessary for said repair service,~~
and

said first E-mail sent automatically to said manager (i) including an order form for ordering said repair service and (ii) identifying the registered ~~electronic communications~~ service depot E-mail address of the service depot;

email analyzing means for analyzing a received email for receipt acknowledgement information indicating acknowledgement of receipt of the order, and response information responding to the order; and

display means for displaying various information,

wherein said mail controlling means causes said display means to display a text message of the received email corresponding to the receipt acknowledgement information, causes said display means to stop displaying the receipt acknowledgement information which has been displayed in said display means after transmission of the second email indicating that the repair has been completed, to the manager, and causes said display means to display that the maintenance component was repaired.

29. (original) A communications terminal apparatus as defined in Claim 28, further comprising:

analyzing means for analyzing E-mail including request receipt acknowledgement information notified from either said manager or said service depot with respect to said first E-mail;

displaying means for displaying said request receipt acknowledgement information,

wherein said mail controlling means controls said displaying means to display said request receipt acknowledgement information analyzed by said analyzing means, and controls said displaying means to stop displaying when said repair service is determined as completed based on detect information detected by said maintenance status detecting means.

30. (original) A communications terminal apparatus as defined in Claim 28, wherein said mail controlling means notifies at least one of said manager and said service depot through said facsimile communications using said telephone numbers respectively registered in said manager registering means and said service depot registering means when said E-mail communications is not available to at least one of said manager and said service depot.

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31. (currently amended) A method for ordering a consumable product for a communications terminal apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager who contacts a service provider when servicing is required, comprising the steps of:

registering ~~electronic communications addresses~~ a manager E-mail address of said manager;

~~supervising said apparatus and~~ registering a service depot E-mail address of a service depot;

registering terminal identification information of said communications terminal apparatus;

~~supplying said consumable product,~~ registering order details information and identification of said apparatus, ~~specification~~ a supplier of said consumable product, ~~and identification of said service depot;~~

detecting automatically an event indicating that said consumable product is nearly ended;

sending a first E-mail communicating a request for supplying said consumable product, including the terminal identification information of the communications terminal apparatus, the order details information and the identification of the supplier, to said manager ~~automatically using said electronic communications E-mail address,~~ automatically when said event is detected said request ~~including said identification of said apparatus, said specification of said consumable product, and said identification of said service depot, and~~ said request sent automatically to said manager E-mail address (i) including an order form for sending to the service depot to order said consumable product and (ii) identifying the registered ~~electronic communications~~ service depot address of the service depot to which the order form is to be sent;

determining that ~~[[said]]~~ replenishment of the consumable product has been ~~supplied to said apparatus~~ completed; and

sending, when it is determined that the replenishment of the consumable product has been completed, a report ~~using said electronic communications~~ second E-mail to the manager address to ~~said manager~~ automatically to report ~~a completion~~ the replenishment of supplying said consumable product ~~on said apparatus;~~

analyzing a received email for receipt acknowledgement information indicating

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acknowledgement of receipt of the order, and response information responding to the order; and displaying a text message of the received email corresponding to the receipt acknowledgement information, stopping display of the receipt acknowledgement information after transmission of the second email indicating that the replenishment of the consumable product has been completed, to the manager, and displaying that the consumable product was replenished.

32. (original) A method as defined in Claim 31, wherein said sending and reporting steps perform E-mail communications with said manager.

33. (original) A method as defined in Claim 31, wherein said consumable product includes toner.

34. (original) A method as defined in Claim 31, wherein said sending and reporting steps perform facsimile communications with said manager.

35. (currently amended) A method for ordering a repair service on a communications terminal apparatus capable of transferring and receiving data by email communication and facsimile communication and supervised by a manager ~~who contacts a service depot when servicing is required~~, comprising the steps of:

registering ~~electronic communications addresses~~ a manager E-mail address of said manager;

~~supervising said apparatus and said~~ registering a service depot E-mail address of a service depot;

registering terminal identification information of said communications terminal apparatus;

~~providing said repair service, identification of said apparatus,~~ registering order details information, specification of a maintenance component, and identification of said service depot;

detecting automatically an event indicating that said maintenance component is defective;

sending a first E-mail communicating a request for said repair service, including the terminal identification information of the communications terminal apparatus, the order details information and the identification of the event, to said manager and ~~[[said]]~~ service depot

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~~automatically using the respectively registered electronic communications~~ E-mail addresses, said request including said identification of said apparatus, said specification of said maintenance component, and said identification of said service depot ~~automatically when said event is detected,~~ and said request sent automatically to said manager (i) including an order form for ordering said repair service and (ii) identifying the registered ~~electronic communications~~ service depot address of the service depot;

determining thereafter that ~~said maintenance component is not defective~~ repair of the maintenance component has been completed; and

sending, when it is determined that the repair of the maintenance component has been completed, a report using said electronic communications address to said second E-mail to the manager E-mail address automatically to report ~~[[a]] completion of performing said the repair service~~ on said apparatus;

analyzing a received email for receipt acknowledgement information indicating acknowledgement of receipt of the order, and response information responding to the order; and

displaying a text message of the received email corresponding to the receipt acknowledgement information, stopping display of the receipt acknowledgement information after transmission of the second email indicating that the repair has been completed, to the manager, and displaying that the maintenance component was repaired.

36. (original) A method as defined in Claim 35, wherein said sending and reporting steps perform E-mail communications with said manager and said service depot.

37. (original) A method as defined in Claim 35, wherein said maintenance component includes a photoconductor.

38. (original) A method as defined in Claim 35, wherein said sending and reporting steps perform facsimile communications with said manager and said service depot.

Claims 39-49 (canceled).

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50. (previously presented) The communications terminal apparatus of Claim 1, wherein said detector detects a remaining amount of said consumable product in said apparatus, and sends to said controller a signal including detection information corresponding to the remaining amount of said consumable product detected by said detector.

51. (previously presented) The communications terminal apparatus of Claim 5, wherein said controller sends said request to both said manager and said service depot and sends a request for refilling a consumable product in said communications terminal apparatus only to said manager, when said communications terminal apparatus is in need of refilling of said consumable product.

52. (previously presented) The communications terminal apparatus of Claim 5, wherein when said request is sent by e-mail to said manager and said service depot, a service depot address is inserted in a To: field of the e-mail, and a manager address is inserted in a Cc: field of the e-mail.

53. (new) The communications terminal apparatus as claimed in claim 1, wherein said terminal identification information includes one or more information among an email address, a serial number, a facsimile TTI (transmitter Terminal Identification) information, and a telephone number.

54. (new) The communications terminal apparatus as claimed in claim 1, wherein said first e-mail further includes at least one of an email address and a telephone number of the service depot.

55. (new) The communications terminal apparatus as claimed in claim 1,
wherein said manager registration part further registers a telephone number of the manager who administers the communication terminal apparatus;

said service depot registration part further registers a telephone number of the service depot;
and

said email controlling part communicates to the telephone number registered by the manager registration part or the service depot registration part via facsimile communication if the manager or the service base is in an environment where an email communication facility is not provided.